# TRAINING PLAN

*Public and Indian Housing*
*Real Estate Assessment Center*
*Resident Assessment Subsystem (RASS)*
*Release 8.4.0.0*
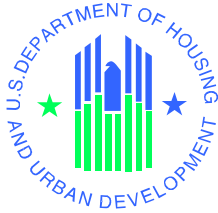
**U.S. Department of Housing and Urban Development**

**Version 1**

July 28, 2004

## Revision Sheet

| Release No. | Date | Revision Description |
|---|---|---|
| Rev. 1 | 07/28/2004 | Training Plan Final Version |
| Rev. 1.2 | 07/27/2004 | Training Plan Client Review |
| Rev. 1.1 | 07/27/2004 | Training Plan Internal Review |
| Rev. 1.0 | 07/28/2004 | Training Plan Initial Revision |

# Training Plan
# Authorization Memorandum

I have carefully assessed the Training Plan for the Resident Assessment Subsystem (RASS) Release 8.4.0.0.  This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

_____ The document is accepted.

_____ The document is accepted pending the changes noted.

_____ The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed.  Based on our authority and judgment, the continued operation of this system is authorized.

_____       _____

Delton Nichols                                              DATE
RASS Project Manager

_____       _____

Yangja Lee                                                 DATE
RASS GTM/IT Manager

# TRAINING PLAN

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# 1.0  GENERAL INFORMATION

# 1. GENERAL INFORMATION

## 1.1 Purpose

The RASS Release 8.4.0.0 Department of Housing and Urban Development (HUD) System Development Methodology (SDM) Training Plan Document is one of five HUD SDM Design Phase deliverables. This series of HUD SDM Design Phase deliverables includes the System/Subsystem Specifications; Program Specifications; Validation, Verification and Testing (VVT) Plan; Training Plan; and Database Specifications.

This document outlines the RASS Release 8.4.0.0 Training Plan for new and modified RASS functionality. This release includes: Enhancement of PHA History Report, enhancement of Demographic Report, new At-risk PHA report, enhancement of scoring process (assigning lat assessment's score and viewing list of PHA by specific field office), enhancement of control of Implementation Plan Activities, automatic e-mail notification to FO and PHA when they fail to certify required RASS components.

## 1.2 Scope

RASS Release 8.4.0.0 expands on RASS Release 8.3.1.0 functionality and will be implemented on December 17, 2004. The following table describes the functionality to be implemented.

| New Capabilities (High Level) |
|---|
| 1. Update the RASS Implementation Plan Activity functionality to ensure that PHAs perform activities to implement the survey close to the defined Implementation Plan window. |
| 2. Create an At-Risk PHA report to pull up a list of PHAs for a selected field office that are at risk of failing RASS. |
| 3. Enhance the scoring process to provide the capability to automatically assign last year's survey scores for a selected PHA. |

| Upgraded Capability (High Level) |
|---|
| 1. Update reports to support the changes to the PHAS regulations such as the Small PHA Deregulation Rule and FYE changes. |
| 2. Expand the Demographic report to display PHA level survey section scores by a resident's age and gender. |
| 3. Enhance the PHA History Report to display the total number of units, the number of low rent units, the number of Section 8 units, the number of occupied units for a PHA and update the Follow-up Plan certification information column to display "Not Required" if the Follow-Up Plan certification is not required. |

| Elimination of Deficiencies |
|---|
| 1. Standardize the RASS Component access dates by implementing the same logic for inserting the certification window dates and the logic for verification against dates for all three components. |
| 2. Fix the undeliverable address count calculation on the Required Survey Size Threshold Report to only display the counts for selected FYE. |

| |
|---|
| 3. Fix the Comment functionality on the Review/Approve PHA Scores report to work with special characters. |

| Elimination/Reduction of Capabilities No Longer Needed |
|---|
| 1. Update the RASS online system to remove the consortia functionality as the calculation of a consortia PHA's score is being moved outside the PIH-REAC's Secure Systems. |

## 1.3 System Overview

The following table identifies the system environment for RASS Release 8.4.0.0.

| System Environment | |
|---|---|
| System | Real Estate Assessment Center System (REACS) |
| Subsystem | Resident Assessment Subsystem (RASS). |
| Sponsor | Public and Indian Housing – Real Estate Assessment Center (REAC) |
| PCAS | 00307680 |
| System Code | P089 |
| System Category | Non-major |
| Operational Status | Operational |
| System Environment | Web Based |
| Requirements | Quality Software Services, Inc. (QSSI - Functional and System Requirements) |
| Design | QSSI |
| Development | QSSI |
| System and Integration Testing | QSSI |
| User Acceptance Testing | HUD RASS Client Team |
| Deployment | QSSI with REAC DCG (Paradigm/ Booz-Allen & Hamilton) |
| Maintenance | QSSI |

The following table identifies and briefly describes the different users of RASS.

| User Environment | |
|---|---|
| REAC RASS Business Support Team | The REAC RASS Business Support Team uses RASS to view PHA and development-level scoring and certification reports and Multifamily Survey result information. The team also uses the system to complete the various processes (Unit Address Sampling; Implementation Plan; Survey and Follow-up Plan Scoring; RASS Score Approval) required during resident assessment. |
| Public Housing Agency (PHA) | PHA(s) use RASS to participate annually in the Resident Assessment process. PHA(s) certify their unit addresses, complete an Implementation Plan for resident notification about the annual resident survey process, and complete a Follow-up Plan outlining sources of funding and dates to be completed for required areas (low-scoring survey sections) identified by the resident survey results. PHA(s) may also use the system to view survey result and resident response rate information. |

| User Environment | |
|---|---|
| Survey Administrator | After the sampling program has generated a file of units to be surveyed, RASS downloads the sample file to the Survey Administrator. The Survey Administrator distributes the RASS survey to the units indicated in the sample file. Once the Survey Administrator collects and analyzes survey data, the survey results and response rate information are uploaded in RASS from the Survey Administrator so that PHA(s) and Multifamily Owners/Agents may view this information. |
| Multifamily (MF) Owners/Agents | MF Owners/Agents use RASS to view survey result information for their assigned properties. |
| Other HUD Users (includes HUD PIH Field Offices) | All other HUD users have read-only access to RASS in order to review PHA and Multifamily Housing development or property level survey result information. |

# 1.4 Project References

The following documents are available to provide a comprehensive understanding of the resident assessment process. Most documents are available via the REAC Document Library.

| Release 8.4.0.0 |
| --- |
| "RASS Release 8.4.0.0 Needs Statement", QSSI, 06/30/04 |
| "RASS Release 8.4.0.0 Project Plan", QSSI, 06/30/04 |
| "RASS Release 8.4.0.0 Feasibility Study", QSSI, 06/30/04 |
| "RASS Release 8.4.0.0 Cost/Benefit Analysis", QSSI, 06/30/04 |
| "RASS Release 8.4.0.0 System Decision Paper", QSSI, 06/30/04 |
| "RASS Release 8.4.0.0 Risk Analysis", QSSI, 06/30/04 |
| "RASS Release 8.4.0.0 Functional Requirements Document", QSSI, 07/20/04 |
| "RASS Release 8.4.0.0 Data Requirements Document", QSSI, 07/20/04 |
| "RASS Release 8.4.0.0 System Support & Acquisition Plan", QSSI, 07/09/04 |
| "RASS Release 8.4.0.0 System Security & Privacy Plan", QSSI, 07/09/04 |
| "RASS Release 8.4.0.0 Unit Test Plan", QSSI, 07/28/04 |
| "RASS Release 8.4.0.0 System-Subsystem Specification", QSSI, 07/28/04 |
| "RASS Release 8.4.0.0 Validation, Verification and Testing Plan", QSSI, 07/28/04 |

| Release 8.3.0.0 |
| --- |
| "RASS Release 8.3.0.0 Needs Statement", QSSI, 12/09/03 |
| "RASS Release 8.3.0.0 Project Plan", QSSI, 12/09/03 |
| "RASS Release 8.3.0.0 Feasibility Study", QSSI, 12/09/03 |
| "RASS Release 8.3.0.0 Cost/Benefit Analysis", QSSI, 12/09/03 |
| "RASS Release 8.3.0.0 System Decision Paper", QSSI, 12/09/03 |
| "RASS Release 8.3.0.0 Risk Analysis", QSSI, 12/09/03 |
| "RASS Release 8.3.0.0 Functional Requirements Document", QSSI, 12/19/03. |
| "RASS Release 8.3.0.0 Data Requirements Document", QSSI, 12/19/03. |
| "RASS Release 8.3.0.0 System Support & Acquisition Plan", QSSI, 12/19/03. |
| "RASS Release 8.3.0.0 System Security & Privacy Plan", QSSI, 12/19/03. |
| "RASS Release 8.3.0.0 Unit Test Plan", QSSI, 3/9/03. |

| Release 8.2.0.0 |
| --- |
| "RASS Release 8.2.0.0 Project Plan", QSSI, 10/09/03. |
| "RASS Release 8.2.0.0 Test Results and Evaluation Report", QSSI, 11/21/03. |
| "RASS Release 8.2.0.0 Functional Requirements Document", QSSI, 10/21/03. |
| "RASS Release 8.2.0.0 Program Specifications", QSSI, 11/14/03. |
| "RASS Release 8.2.0.0 System Specifications Document", QSSI, 10/21/03. |
| "RASS Release 8.2.0.0 Unit Test Plan", QSSI, 10/20/03. |

| Releases 8.0.0.0 & 8.1.0.0 |
| --- |
| "RASS Releases 8.0.0.0 & 8.1.0.0 Maintenance Manual", QSSI, 06/17/03. |

| **Releases 8.0.0.0 & 8.1.0.0** |
| --- |
| "RASS Releases 8.0.0.0 & 8.1.0.0 Operations Manual", QSSI, 06/17/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 Unit Test Plan", QSSI, 06/17/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 User's Manual", QSSI, 06/17/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 User's Manual Appendix", QSSI, 06/17/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 System Specifications Document", QSSI, 04/30/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 Program Specifications Document", QSSI, 04/30/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 Validation and Verification Plan", QSSI, 04/30/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 Training Plan", QSSI, 04/30/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 Database Specifications Document", QSSI, 04/30/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 Data Requirements Document", QSSI, 03/18/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 Functional Requirements Document", QSSI, 03/18/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 System Support & Acquisition Plan", QSSI, 03/18/03. |
| "RASS Releases 8.0.0.0 & 8.1.0.0 System Security & Privacy Plan", QSSI, 03/18/03. |
| "RASS Release 8.0.0.0 Needs Statement", QSSI, 01/10/03. |
| "RASS Release 8.0.0.0 Project Plan", QSSI, 01/10/03. |
| "RASS Release 8.0.0.0 Feasibility Study", QSSI, 01/10/03. |
| "RASS Release 8.0.0.0 Cost/Benefit Analysis", QSSI, 01/10/03. |
| "RASS Release 8.0.0.0 System Decision Paper", QSSI, 01/10/03. |
| "RASS Release 8.0.0.0 Risk Analysis", QSSI, 01/10/03. |

| **Release 7.1.0.0** |
| --- |
| "RASS Release 7.1.0.0 User's Manual", Accenture, 01/25/2002. |
| "RASS Release 7.1.0.0 Integration Test Results and Evaluation Report", Accenture, 01/25/2002. |
| "RASS Release 7.1.0.0 System Test Results and Evaluation Report", Accenture, 01/25/2002. |
| "RASS Release 7.1.0.0 Release Notes", Accenture, 01/22/2002. |
| "RASS Release 7.1.0.0 Test Plan", Accenture, 12/18/2001. |
| "RASS Release 7.1.0.0 Validation, Verification, and Testing Plan", Accenture, 12/11/2001. |
| "RASS Release 7.1.0.0 System/Subsystem Specifications", Accenture, 11/15/2001. |
| "RASS Release 7.1.0.0 Database Specifications", Accenture, 11/15/2001. |
| "RASS Release 7.1.0.0 Program Specifications", Accenture, 11/15/2001. |
| "RASS Release 7.1.0.0 System Support and Acquisition Plan", Accenture, 11/06/2001. |
| "RASS Release 7.1.0.0 Functional Requirements Document", Accenture, 11/06/2001. |
| "RASS Release 7.1.0.0 Data Requirements Document", Accenture, 11/06/2001. |
| "RASS Release 7.1.0.0 System Security and Privacy Plan", Accenture 11/06/2001. |
| "RASS Release 7.1.0.0 Needs Statement", Accenture, 10/22/01. |
| "RASS Release 7.1.0.0 Project Plan", Accenture, 10/22/01. |
| "RASS Release 7.1.0.0 Feasibility Study", Accenture, 10/22/01. |
| "RASS Release 7.1.0.0 Cost/Benefit Analysis", Accenture, 10/22/01. |
| "RASS Release 7.1.0.0 Risk Analysis", Accenture, 10/22/01. |

| **Release 7.0.0.0** |
| --- |
| "RASS Release 7.0.0.0 User's Manual", Accenture, 09/21/2001. |
| "RASS Release 7.0.0.0 System Decision Paper", Accenture, 09/21/01. |
| "RASS Release 7.0.0.0 Maintenance Manual", Accenture, 09/21/2001. |

| Release 7.0.0.0 |
| --- |
| "RASS Release 7.0.0.0 Operations Manual", Accenture, 09/21/2001. |
| "RASS Release 7.0.0.0 Installation and Conversion Plan", Accenture, 09/21/2001. |
| "RASS Release 7.0.0.0 Integration Test Results and Evaluation Report", Accenture, 09/21/2001. |
| "RASS Release 7.0.0.0 System Test Results and Evaluation Report", Accenture, 08/30/3001. |
| "RASS Release 7.0.0.0 Release Notes", Accenture, 08/08/2001. |
| "RASS Release 7.0.0.0 Test Plan", Accenture, 07/19/2001. |
| "RASS Release 7.0.0.0 Training Plan", Accenture, 06/20/2001. |
| "RASS Release 7.0.0.0 Validation, Verification, and Testing Plan", Accenture, 06/20/2001. |
| "RASS Release 7.0.0.0 System/Subsystem Specifications", Accenture, 06/08/2001. |
| "RASS Release 7.0.0.0 Database Specifications", Accenture, 06/08/2001. |
| "RASS Release 7.0.0.0 Program Specifications", Accenture, 06/08/2001. |
| "RASS Release 7.0.0.0 Project Schedule/ Workplan", Accenture, 05/31/2001. |
| "Accenture Quality Control Plan", Accenture, 05/31/2001. |
| "RASS Release 7.0.0.0 System Support and Acquisition Plan", Accenture, 05/14/2001. |
| "RASS Release 7.0.0.0 Functional Requirements Document", Accenture, 05/14/2001. |
| "RASS Release 7.0.0.0 Data Requirements Document", Accenture, 05/14/2001. |
| "RASS Release 7.0.0.0 System Security and Privacy Plan", Accenture 05/14/2001. |
| "RASS Release 7 Multifamily Functionality Business Requirements Document (draft)", Version 1.1, KPMG, 04/25/2001. |
| "FY2001 Resident Assessment Risk Assessment (Update)", Accenture, 05/15/2001. |
| "FY2001 Resident Assessment Feasibility Study (Update)", Accenture, 05/15/2001. |
| "FY2001 Resident Assessment Cost/Benefit Analysis (Update)", Accenture, 05/15/2001. |
| "FY2001 Resident Assessment Project Plan (Update)", Accenture, 05/15/2001. |
| "FY2001 Resident Assessment Needs Statement (Update)", Accenture, 05/15/2001. |

## 1.5  Terms and Abbreviations

The following table defines terms and acronyms that may be used throughout the SDM Design Phase Documentation for RASS Release 8.3.0.0.

| Term | Definition |
| --- | --- |
| APP | Annual Performance Plan |
| BAH | Booz-Allen & Hamilton |
| BOP | Business Operating Plan |
| BRD | Business Requirements Document |
| DCG | Development Coordination Group |
| FRD | Functional Requirements Document |
| FYE | Fiscal Year End |
| HA | Housing Agency/Housing Authority |
| HUD | Department of Housing and Urban Development |
| HUDCAPS | HUD Central Accounting Processing System |
| HUDWeb | HUD's Intranet Web Site |
| JAD | Joint Application Development |

| Term | Definition |
|------|-----------|
| MF | Multifamily |
| MFH | Multifamily Housing |
| NASS | Integrated Assessment Subsystem |
| OMB | Office of Management and Budget |
| PDF | Portable Document Format |
| PHA | Public Housing Agency/Public Housing Authority |
| PHAS | Public Housing Assessment System |
| PIC | PIH Information Center |
| PIH | Public and Indian Housing |
| POC | Point of Organizational Contact |
| QSSI | Quality Software Services, Inc. |
| RASS | Resident Assessment Subsystem |
| REAC | Real Estate Assessment Center |
| REACS | Real Estate Assessment Center System |
| SDM | System Development Methodology |
| SOA | Section of the Act |
| TAC | Technical Assistance Center (formerly the Customer Service Center) |
| TARC | Troubled Agency Recovery Center |

## 1.6  Points of Contact

### 1.6.1  Information

The following table lists Points of Organizational Contact (POCs) that may be beneficial for future reference.

| Contact Name | Organization | Telephone Number |
|--------------|--------------|------------------|
| Lynda L. Zelnick | HUD – Contracting Officer | 202-708-1772 ext.7126 |
| Marian Louden | HUD – GTR | 202-708-1817 ext.7165 |
| Delton Nichols | REAC – RASS Project Manager | 202-708-4932 ext.3115 |
| Yangja K. Lee | REAC – RASS GTM/IT Manager | 202-708-4932 ext.3081 |
| Kevin N. Jones | REAC – RASS Assistant IT Manager | 202-708-4932 ext.3111 |
| Patrick Evans | BAH | 202-708-4932 ext.3021 |
| Gautam Ijoor | QSSI | 202-708-4932 ext.3307 |
| Alex Rozental | QSSI | 202-708-4932 ext.3495 |
| Eugene Lubarsky | QSSI | 202-708-4932 ext.3214 |
| Tanuj Sinha | QSSI | 202-708-4932 ext.3499 |

| Contact Name | Organization | Telephone Number |
|---|---|---|
| Robin Hilton | QSSI | 202-708-4932 ext.3469 |
| Theresa Han | QSSI | 202-708-4932 ext.3214 |
| Robert Armstrong | QSSI | 202-708-4932 ext.3929 |

| Contact | Contact Information |
|---|---|
| RASS System Administrator | Delton Nichols, in coordination with the WASS subsystem, facilitates RASS system administration as needed.  202-708-4932 ext.3115 |
| REAC Technical Assistance Center | 1-888-245-4860 |
| REAC RASS E-mail address | REAC_RASS@hud.gov |
| REAC Internet Site | http://www.hud.gov/offices/reac/index.cfm |
| REAC RASS Internet Site | http://www.hud.gov/offices/reac/products/prodrass.cfm |
| REAC Intranet Site | http://hudweb.hud.gov/po/reac |
| HUD Customer Service Center Branch | 1-202-708-3300 |

## 1.6.2  Coordination

Coordination must occur among the following organizations to successfully implement RASS Release 8.4.0.0:

| Organization | Support Function |
|---|---|
| Paradigm | Development Coordination, Installation, Deployment |
| HUD IT | Implementation Coordination, Installation, Deployment |
| Mandaree/Pearson | Survey Administrator: Resident Communication/Survey Support |
| QSSI | Requirements, Design, Development, Testing, Maintenance, Technical Support /Operations, Project Management. |
| REAC | Business Requirements Support, Project Management |
| WASS | Security |

Listed below are the coordination dates that each Public Housing Assessment System (PHAS) must achieve in order to adhere to the December 17, 2004, release date.

| Code Locked Date | Integration Test Start Date | Integration Test End Date | Final HARTS Request Submission Date | Release Date |
|---|---|---|---|---|
| 10/19/2004 | 10/27/2004 | 11/30/2004 | 12/01/2004 | 12/17/2004 |

## 1.7  General Training Prerequisites

The RASS Release 8.4.0.0 training is covering new and extended PHA Resident Assessment Subsystem functionality and therefore requires that participants have a prior knowledge of the RASS system and its general functionality.

# 2.0  TRAINING APPROACH

# 2.  TRAINING APPROACH

The purpose of this document is twofold.  The first purpose is to provide an overview of the methodology that develops the training plan.  The second purpose is to outline the objectives, audience groups, instructional approaches, materials, contents, delivery requirements, roles and responsibilities, reviews and approval processes, and support that are incorporated into the system.

## 2.1  Training Requirements

The RASS training is designed for those who have a prior knowledge of the overall RASS system and its general functionality.  The skill set of Internal RASS users already includes this knowledge base; therefore, RASS Release 8.4.0.0 training focuses on giving users a high level knowledge of the new or enhanced functionality delivered in RASS Release 8.4.0.0.

## 2.2  Roles and Responsibilities

The RASS IT Team will deliver the HUD Release 8.4.0.0 training courses.  Trainers possess a combination of functional, technical and instructional skills.  A minimum of two instructors will teach each course.  A team approach allows the lead instructor to focus on presenting the course, while the second instructor assists participants as they walkthrough the online functionality.  The following chart is an instructor profile, which describes the skills and qualities that the RASS Release 8.4.0.0 instructors possess.
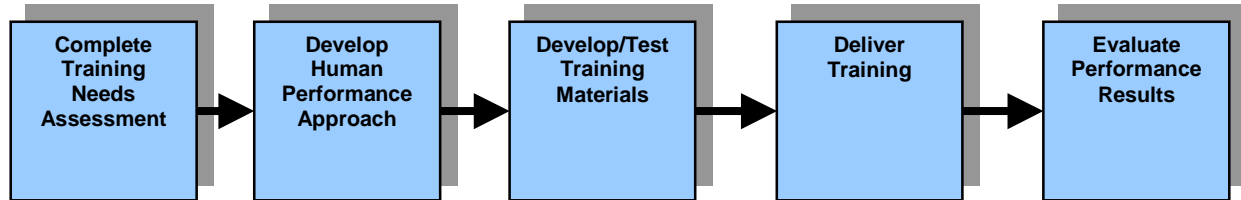
| Desired Skills and Qualities | Rationale |
| --- | --- |
| Knowledge of RASS Release 8.4.0.0 | Able to describe and demonstrate the system's benefits and capabilities |
| Participates on the RASS team | Knowledge and experience allows for anticipation of questions, concerns and learning impediments of participants |
| Training and facilitation experience | More effective trainer and able to anticipate the training needs of the RASS Release 8.4.0.0 user |
| Familiarity with the user group | Able to tailor training for current audience |

| Personnel | Organization | Responsibilities |
| --- | --- | --- |
| Gautam Ijoor | QSSI | Project Manager / Training Instructor |
| Tanuj Sinha | QSSI | Requirements Lead / Training Instructor |
| Theresa Han | QSSI | Training Instructor |
| Alex Rozental | QSSI | Training Instructor |

## 2.3  Techniques and Tools

The training approach contains five key components:

```
┌──────────────┐   ┌──────────────┐   ┌──────────────┐   ┌──────────────┐   ┌──────────────┐
│   Complete   │   │   Develop    │   │ Develop/Test │   │   Deliver    │   │  Evaluate    │
│   Training   │ ▶ │    Human     │ ▶ │   Training    │ ▶ │   Training   │ ▶ │ Performance  │
│    Needs     │   │ Performance  │   │   Materials   │   │              │   │   Results    │
│  Assessment  │   │   Approach   │   │              │   │              │   │              │
└──────────────┘   └──────────────┘   └──────────────┘   └──────────────┘   └──────────────┘
```

### 2.3.1  Complete Training Needs Assessment

During the training needs assessment, the RASS IT Team identifies audience groups for inclusion in the training plan, and required skill sets of each group.  The team defines the overall content of the training plan, and completes a curriculum plan mapping training participants to training courses.

### 2.3.2  Develop Human Performance Approach

The human performance approach serves as the backbone for the entire training effort.  Through a series of informal interview sessions along with information regarding training objectives, the team can create a successful training plan.

### 2.3.3  Develop/Test Training Materials

Once the team finalizes the design standards, the training development process is initiated.  During this phase, the trainers create participant guides and training procedures.  The team includes the HUD Subject Matter Experts (SMEs), who are HUD business users, in the review and approval cycle of the training materials.

The final step in the training development process is the Walk-through of the User's Manual.  The Walk-through serves as a "dry run" of the training delivery, and is an opportunity for the HUD SMEs to attend advanced Walk-through of the User's Manual.  During the Walk-through, the team solicits the attendees for their feedbacks, and updates materials based on feedbacks received.

### 2.3.4  Deliver Training

Following the completion of the RASS Release 8.4.0.0 System Testing activities, the team schedules HUD participants to attend training sessions.  Prior to the training, facilities for this training must be secured, network connections tested, and RASS Release 8.4.0.0 materials reproduced.  There is one type of training conducted: training for the PIH-REAC RASS Team.  Based on this approach, the team requires the following training accommodations:

| Type of Training | Participants | Required Facilities |
|---|---|---|
| RASS Team: Release 8.4.0.0 Functionality | RASS Release 8.4.0.0 Instructors, RASS Internal Users Team | 8th Floor Training Room (Large) |

At the end of each course, the team will ask the participants to complete an evaluation form for the updated User's Manual.

### 2.3.5  Evaluate Performance Results

The final step in the training life cycle involves reviewing the training evaluation results.  Based on the feedback received, the team may recommend additional training.

## 2.4  Training Prerequisites

Refer to earlier Section 1.7, General Training Prerequisites, of this document.

## 2.5  Training for Revised Office Procedures

The team will provide training on all new or expanded functionality of RASS Release 8.4.0.0.  The instructors walk participants through all new and changed screens of RASS, and assist the participants in gaining a high level understanding of the new system processes.

## 2.6  User's Manual Schedule

| Create the Draft User's Manual | Number of Days | Start Date | End Date | Resource Responsible |
|---|---|---|---|---|
| Develop/Update Draft Release 8.4.0.0 User's Manual | 22 | 9/15/04 | 10/15/04 | Gautam Ijoor |
| Conduct Internal Peer & Managers Review | 1 | 9/24/04 | 9/24/04 | Gautam Ijoor |
| Deliver Draft User's Manual | 1 | 10/8/04 | 10/8/04 | Gautam Ijoor |

| Create the Final User's Manual | Number of Days | Start Date | End Date | Resource Responsible |
|---|---|---|---|---|
| Walk through Release 8.4.0.0 User's Manual with selected Training Participants | 1 | 10/8/04 | 10/8/04 | Gautam Ijoor |
| Gather Client Comments from the Draft User's Manual | 1 | 10/8/04 | 10/8/04 | Gautam Ijoor |
| Incorporate the Draft User's Manual Comments & Change Sheet | 1 | 10/8/04 | 10/8/04 | Gautam Ijoor |

| Create the Final User's Manual | Number of Days | Start Date | End Date | Resource Responsible |
|---|---|---|---|---|
| RASS Team Validation of the User's Manual | 1 | | | Gautam Ijoor |
| Deliver the Final Release 8.4.0.0 User's Manual | 1 | | | Gautam Ijoor |

## 2.7  Training Schedule

| Conduct RASS Release 8.4.0.0 Training | Number of Days | Start Date | End Date | Resource Responsible |
|---|---|---|---|---|
| Planned REAC RASS Internal User Training and UAT, with Final Version 8.4.0.0 User's Manual | 1 | 12/14/04 | 12/14/04 | Theresa Han |
| **Location of Training** | | | | |
| 8th Floor of the Portals Building – 1250 Maryland Ave SW, Washington DC (may change depending on move) | | | | |

| Training Participants | | |
|---|---|---|
| **Participant Name** | **Organization** | **Telephone Number** |
| Delton Nichols | REAC-Business | 202-708-4932   ext: 3115 |
| Yangja Lee | REAC-IT | 202-708-4932   ext: 3081 |
| Kevin Jones | REAC-IT | 202-708-4932   ext: 3111 |
| Barbara Williams | REAC-Business | 202-708-4932   ext: 3275 |
| Joann Bryant | REAC-Business | 202-708-4932   ext: 3208 |
| Marvin Klepper | REAC-Business | 202-708-4932   ext:3270 |
| Mary Tepe | REAC-Business | 202-708-4932   ext: 3221 |

| Training Personnel | Organization | Responsibilities |
|---|---|---|
| Gautam Ijoor | QSSI | Project Manager / Training Instructor |
| Tanuj Sinha | QSSI | Requirements Lead / Training Instructor |
| Theresa Han | QSSI | Training Instructor |
| Alex Rozental | QSSI | Training Instructor |

## 2.8  Curriculum

The RASS Release 8.4.0.0 training curriculum consists of the updated Release 8.3.0.0 User's Manual information.  As with any major Releases, the team outlined the procedures for the RASS training during Releases 8.3.0.0, and all the training for Release 8.4.0.0 follows a similar framework.  To learn more about existing training procedures, please refer to the document titled RASS Releases 8.3.0.0 User's Manual (found in the REAC document library).

For RASS Release 8.4.0.0, the team will conduct one (1) training class.

**RASS Team: Release 8.4.0.0 Functionality** – This course will brief the HUD RASS Internal users on the new and extended functionalities in RASS Release 8.4.0.0.

# 3.0  EVALUATION

# 3. EVALUATION

The RASS team measures the effectiveness of the training from the participant's feedback, input, and questions during the RASS Release 8.4.0.0 training session. The purpose of this evaluation is to assess whether or not the objectives of the training have been met. The team uses the results of the effectiveness assessment to recommend additional performance support interventions and/or revisions to the training materials/User's Manuals.

## 3.1 Metrics

The following table outlines the metrics that will be captured.

| Metrics | Estimated | Actual from instructor |
|---|---|---|
| Total staff (refer to Section 2.6 Schedule for a full list of all the training instructors) | 4 | TBD |
| Duration of instruction (training expected to begin on 12/14/04) | 3 hrs per class / session | TBD |
| Number of participants (refer to Section 2.6 Schedule for a full list of all the training participants) | 7 | TBD |
|  | **Percent of estimated attending** | **Percent of total attended** |
|  | 100% | TBD |

## 3.2 Strategy

At the end of each course, the team will ask each participant to provide feedback. This feedback is used to improve future RASS training efforts.

Ongoing maintenance is crucial to the continued success of the training program. It is important to identify individuals responsible for maintaining the training materials early in the project so that they can become familiar with the training design and User's Manual.

The RASS team continues to maintain the RASS User's Manuals and Training initiatives until further notice from HUD.

The RASS team will:
- Maintain the training materials,
- Be responsible for ongoing training,
- Update the training materials as needed,
- Determine the appropriate time that updates should be delivered.